

Notice of References Cited	Application/Control No. 10/738,374		Applicant(s)/Patent Under Reexamination ZHANG ET AL.	
	Examiner FOLASHADE ANDERSON		Art Unit 3623	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-2002/0194047	12-2002	Edinger et al.	705/9
*	B	US-5,960,404	09-1999	Chaar et al.	705/8
*	C	US-6,671,824	12-2003	Hyland et al.	714/26
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Lesaint, David, Christos Voudouris, and Nader Azarmi. "DYNAMIC WORKFORCES SCHEDULING FOR BRITISH TELECOMMUNICATION PLC." INTERFACES 1 Jan.-Feb. 2000: 45-56.
	V	
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.